

SERVICE LEVEL MANUAL TEMPLATE

ACEAM City Council



SERVICE ACTIVITY - Routine Maintenance of Manholes

STORM WATER



Sub-Activities	Intervention Level *	Repair Activities	Hierarchy Action/Response Times	
Repair Manholes Clean Manholes	Condition score = 3	Repair activity Guideline ACEAM #	General clean	2 days

Reference –ACEAM City Council Stormwater Condition Assessment Manual

SERVICE ACTIVITY - Routine Maintenance of Storm water Main

STORM WATER



Sub-Activities	Intervention Level *	Repair Activities	Hierarchy	
			Action/Response Times	
Clear Blockages General minor repairs	Blocked line reported by incident or inspected through CCTV. Condition score = 3	Repair activity Guideline ACEAM #	If flooding property	1hr
			If flooding roadside	1hr
			If not damaging other infrastructure assets or presenting hazards	2 days

Reference – ACEAM City Council Storm-water Condition Assessment Manual

SERVICE ACTIVITY – Risk Management

STORM WATER

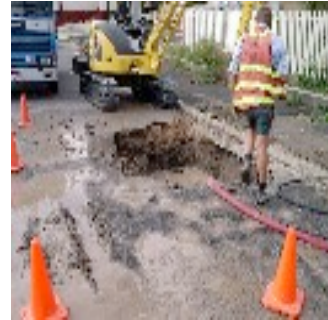


Sub-Activities	Intervention Level *	Repair Activities	Hierarchy Action/Response Times
Risk Treatments	Risk Level 3	Repair activity Guideline ACEAM #	Immediate Response

Reference –ACEAM City Council Storm-water Condition Assessment Manual

SERVICE ACTIVITY - Routine Maintenance of Mains

WATER



Sub-Activities	Intervention Level *	Repair Activities	Hierarchy	
			Response Times	
Flush Mains Repair Mains Test hole on mains	Condition Level 3, burst main with water seeping through surface or showing signs of seeping.	Repair activity Guideline ACEAM #	CBD area	1 hour
			Local areas	3 hours
			Rural areas	3 hours

Reference –ACEAM City Council Water Condition Assessment Manual

SERVICE ACTIVITY - Routine Maintenance of Backflows

WATER



Sub-Activities	Intervention Level *	Repair Activities	Hierarchy	
			Response Times	
Repair Backflow Replace Backflow	Inspection based for faulty valves or incident report based. Condition level 3	Repair activity Guideline ACEAM #	High useage	1 day
			Low Usage	3 days

Reference –ACEAM City Council Water Condition Assessment Manual

SERVICE ACTIVITY - Maintain and Replace Guard Rails

ROAD ANCILLARY



Sub-Activities	Intervention Level *	Repair Activities	Response/Action Time	
Install - maintenance works	<25m within a segment missing or damaged	(ACEAM #)	Rural Sealed	30d
			Rural Unsealed	50d
			Urban	20d
Replace lot - Capital works	>25m within a segment missing or damaged	(ACEAM #)	Rural Sealed	30d
			Rural Unsealed	50d
			Urban	20d

SERVICE ACTIVITY - Guide Posts Maintenance and Replacement

ROAD ANCILLARY



Sub-Activities	Intervention Level *	Repair Activities	Response/Action Time	
Install - maintenance works	<10 nos within a segment are missing or damaged	(ACEAM #)	Rural Sealed	10d
			Rural Unsealed	30d
Replace lot - Capital works	>10 nos within a segment are missing or damaged	(ACEAM #)	Rural Sealed	30d
			Rural Unsealed	60d

Reference –ACEAM City Council Road Condition Assessment Manual

SERVICE ACTIVITY - Resurface Roads to Revive Surface Life

ROADS



Sub-Activities	Intervention Level *	Repair Activities	Response Times	
C170 Bitumen Seal	Oxidisation = 3, Cracking = 2,3	Reseal existing surface with Bituminous material (ACEAM 001)	Arterial	1 year
PMB Seals	Oxidisation = 3, Cracking = 3	Prepare existing surface – repair cracks, pot-holes etc prior to sealing (ACEAM 002)	Collectors	1 year
Seals with extended Prep work	Local defects = 4,5		Locals	3 years
			Mini-locals	4 years

Reference –ACEAM City Council Road Condition Assessment Manual

SERVICE ACTIVITY - Road Pavement Patching to provide smooth ride and keep safe (Capital)

ROADS



Sub-Activities	Intervention Level *	Repair Activities	Response Times	
Hot-mix Patch upto 150mm depth	Failed area exhibiting major deformation (level 3) and extreme severity crocodile cracking (level 3). Area >100 sqm in an asset segment	Dig-out pavement patch existing surface with hot-mix. (ACEAM #)	Arterials	30d
			Collectors	60d
			Locals	90d
			Mini-locals	120d
Hot-mix Patch upto 300mm depth				

Reference –ACEAM City Council Road Condition Assessment Manual

SERVICE ACTIVITY - Maintenance Surface Patching of sealed roads to keep safe

ROADS



Sub-Activities	Intervention Level *	Repair Activities	Response Times	
Hot-mix surface patch	Failed area exhibiting minor deformation (level 1 or 2) and moderate severity crocodile cracking (level 3). Area <100 sqm in an asset segment.	Patch existing surface with hot-mix. (ACEAM #)	Arterials Collectors Locals	7d 10d 20d
Pot-hole patch	Failed surface pot-hole, isolated in location, >300mm diameter / 50mm deep.	Patch existing surface with hot-mix. (ACEAM #)	Mini-locals	30d

Reference –ACEAM City Council Road Condition Assessment Manual

SERVICE ACTIVITY - Replace Kerb as Maintenance Kerb Program

ROADS



Sub-Activities	Intervention Level *	Repair Activities	Response Times	
Street kerb maintenance repair.	Between 1-20m of kerb in a street or asset segment are defective (condition score of 3).	(ACEAM #)	Arterials	30d
			Collectors	90d
			Locals	150d
			Mini-locals	200d

Reference –ACEAM City Council Footpath Condition Assessment Manual

SERVICE ACTIVITY - Routine Maintenance of Manholes

SEWERAGE



Sub-Activities	Intervention Level *	Repair Activities	Hierarchy	
			Action/Response Times	
Repair Manholes Clean Manholes	Manhole blocked – condition level 3	Repair activity Guideline ACEAM #	CBD area Local areas	1hr 3 hrs

Reference –ACEAM City Council Sewerage Condition Assessment Manual